

# Office Administrator

## Application Pack

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**The Trust for Developing Communities**

Registered Address: Community Base, 113 Queens Road, Brighton, BN1 3XG  
Company Limited by Guarantee Registration Number: 3939332 | Registered Charity Number: 1106623  
Tel: 01273 234 769 | Email: [info@trustdevcom.org.uk](mailto:info@trustdevcom.org.uk) | Web: [www.trustdevcom.org.uk](http://www.trustdevcom.org.uk)

# Welcome Letter

Dear Candidate,

Thank you for your interest in taking on this new role with the Trust for Developing Communities – TDC.

TDC tackles inequality in Brighton and Hove through community-led solutions. Our strength-based model of community development and youth work empowers people who experience poverty and exclusion. Each year we work with over 21,000 people and over 300 community groups to come together and take action.

Last year saw the launch of our new strategy – ***The Inclusive City***, which sets the priorities and pathway for Brighton & Hove to become a more healthy, inclusive and thriving city and for TDC to become a more healthy, inclusive and thriving organisation.

This exciting post will play the important role supporting the staff team, planning and delivering organisational events and providing administrative support across the office and to delivery teams.

The role of **Office Administrator** will have exceptional organisational skills for coordinating multiple daily tasks and requests, as well as great attention to detail and skill for planning ahead for events, training and projects over the year. We welcome applicants from all backgrounds, even if you don't feel like your experience ticks every box on the person specification. While we are looking for some specific skills, we are much more interested in attitude, personal qualities and passion. You will gain great experience in this role working with the broad range of skills within TDC's Central Team.

I am sure that, for the right candidates, this role will offer a fulfilling working opportunity and the chance to make a significant difference to the people of Brighton and Hove, and beyond.

TDC is absolutely committed to achieving greater diversity within our staff team, and we welcome applications from all.

If you feel inspired by this opportunity, then we very much look forward to hearing from you.

Athol Hallé,  
Chief Executive, The Trust for Developing Communities



## About TDC

TDC was set up in the year 2000 - ever since our primary focus has been community development work within neighbourhoods experiencing deprivation in Brighton and Hove. We have gone on to develop a broad range of grassroots services supporting young people, excluded communities and older people.

The strong trusting relationships we have built up with communities and partners has enabled us to grow considerably in size and impact over the years. We now employ 60 staff with a turnover of over £2 million. Despite our positive impact, there is much more work to be done to reduce the unacceptable health, social and economic inequalities that cast a shadow across our city.

**Our Context** Brighton and Hove is a uniquely creative and progressive City, which faces many challenges – there are areas where 43% of our children live in poverty and life expectancy is nine years shorter; whilst across the city we have the fourth highest level of suicide in the country and the second highest number of people sleeping on our streets. This is not ok.

**Our Vision** is for Brighton and Hove to become a healthy, inclusive and thriving city - free from inequality.

**Our Mission** is to deliver community-led solutions to tackle inequality.

## Our Work

**Equalities.** We support excluded communities through a broad range of health & well-being and employability & learning projects. These include: cancer screening access, employability support, social prescribing; mental health support; training; community learning; and community-led research.

**Neighbourhood.** We deliver community development work in areas of the city facing high levels of deprivation, with a focus on supporting community-led groups, including specialist work to support older people.

**Youth Work.** We run youth clubs across the North and East of the city. Additionally, and we deliver individual support to young people around health and well-being and coaching. We also lead the citywide detached youth work programme *Brighton Streets*.

## Our Values

- **Community.** *“Together we are stronger.”* Community is at the heart of TDC. When we connect people, organisations and communities together, this builds strengths, improves well-being and reduces inequality.
- **Empowerment.** *“Building community brings social justice.”* The most effective way to tackle inequality is to support people experiencing poverty and exclusion to develop skills, knowledge and strengths, to come together and take action.
- **Inclusion.** *“There is no ‘them and us’ only us.”* We are enriched by the diversity within our communities. We recognise that discrimination exists, and we fight against it. When we proactively support people to participate, including the most excluded and vulnerable - everyone gains.
- **Equality.** *“None of us can truly thrive whilst some of us are in poverty.”* Everyone is valuable, everyone is needed. Tackling economic, social and health inequalities enables everyone to play their full part - which benefits us all.

# Office Administrator - Job Description

## Overview

**Job Title:** Office Administrator

**Hours:** 28 to 37 hours per week (work pattern flexible)

**Salary Scale:** £24k - £27k pro-rata + 6% pension.

**Holiday:** 25 days a year, plus an extra 3 days at Christmas, and all Bank Holidays. Pro-rata.

**Employee Benefits:** Flexible working. Employee Assistance Prog. Cycle to Work Scheme

**Location:** TDC office - Community Base, BN1.

**Reporting to:** Senior Operations Manager

## Objective

To provide administrative support from the TDC Central Team across the organisation and to support the smooth daily running of the TDC office, ensuring a welcoming and productive space. Working closely with Delivery departments and the Senior Leadership Team.

## Principal Responsibilities

1. **Office Support.** To support the day to day administration of The Trust for Developing Communities and the head office base, ensuring the office is a safe, welcoming, productive and functional space.
2. **Enquiries.** To lead in answering the phone; managing the enquiries inbox; dealing with enquiries via post; and greeting guests.
3. **Admin Support.** To provide administrative support to the TDC team, support to attend meetings, booking appointments, buying equipment and arranging travel when required.
4. **Events.** Support the organisation of annual events such as the AGM , Staff Away Day, Christmas party and staff socials. Also to support delivery department events in the Community and larger conferences.
5. **Meetings coordination & support.** To provide administrative support for TDC meetings including Board and Sub-committee meetings: coordinating dates, booking rooms, distributing papers, arranging refreshments, preparing rooms, taking and distributing minutes.
6. **Suppliers.** Purchasing and managing stock of office supplies and refreshments.
7. **Record keeping.** To maintain organisational paper and electronic records and filing in an easily accessible format and in line with data protection regulation.
8. **Human Resources.** To provide administration support of key human resources functions including accurate recording of contracts, holiday, sick leave, managing files, etc through

TDC's Breathe HR software. To administer the recruitment and induction processes for new job vacancies including promoting roles, administration of interviews and liaising with candidates.

9. **IT.** Support staff with their day to day IT equipment requests and assist in their troubleshooting problems, by helping them to liaise with Extech, our IT support providers and support them in using a range of cloud based software used by the Trust (training will be provided).

## General

10. **Knowledge Sharing.** Stay up to date on developments in the areas relevant to your work – such as developments in practice, sector news, funding opportunities etc. Sharing this knowledge, along with updates on the successes and challenges of your work with the wider organisation.
  11. **Coordination.** Work closely with colleagues to ensure your work combines effectively with TDC's delivery across each department.
  12. **Ambassador.** Promote TDC's work appropriately. Ensure that team members understand the organisation's goals and how they are contributing to them.
  13. **Equal Opportunities.** To implement and promote TDC's Equality and Diversity Policy, ensuring TDC's commitment to equal opportunities and anti-discrimination practice permeates all aspects of our work.
  14. **Safeguarding.** To implement and promote TDC's Safeguarding policy and Procedures, ensuring a commitment to the protection of children and vulnerable adults throughout all aspects of our work.
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# Office Administrator Person Specification

## Essential Skills and Experience

1. **Administration.** Excellent organisational skills with exceptional attention to detail.
2. **Work planning.** Ability to manage own workload and set priorities, whilst looking ahead and allocating appropriate timelines to plan and action future meetings and events.
3. **Systems.** Experience of following systems and processes to complete tasks from start to finish.
4. **Events.** Experience of coordinating events, managing bookings and working collaboratively across teams.
5. **Suppliers.** Experience of managing relationships with suppliers.
6. **Competent writing skills.** Ability to write formal documents such as meeting minutes, letters and reports.
7. **IT.** Excellent IT skills on a PC: word-processing, databases, spreadsheets, email and the cloud-based software and the ability to be lead liaison with IT support provider.
8. **Communication.** Ability to present information clearly, to a high standard, both written and oral; including presenting and using appropriate communication tools and media.
9. **Proactive.** Ability to be proactive and use your own initiative.
10. **Teamwork.** Ability to work as a member of a team with a positive, lively, enthusiastic and flexible approach to the work.
11. **Equal Opportunities.** A commitment to equal opportunities practice.

## Desirable Skills and Experience

1. **Charity.** Experience of working in a charity, social enterprise or similar working environment.
  2. **Breathe HR.** Experience of using Breathe HR software or another HR software platform
  3. **Cloud based software.** Experience of using cloud based software systems to maintain information such as a CRM, booking systems, HR software or impact and monitoring software.
  4. **Hubspot.** Experience of using Hubspot CRM, or another CRM system.
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# Application Process

## To Apply:

Please email a completed Application Form and an Equal Opportunities Form to TDC on [info@trustdevcom.org.uk](mailto:info@trustdevcom.org.uk), stating the role you are applying for.

**Supporting Statement.** This section of the application form should explain why you are interested in this role with TDC and detail the skills and experience you feel you would bring. The statement should relate directly to the Job Description and Person Specification (maximum 2 sides).

**References.** Please provide details of two referees. References will only be taken up if a job offer is made and only with prior permission.

## Closing Date:

There is no application deadline. We will be accepting applications, processing them and selecting for interview as we go, until the role is filled.

## Interviews:

We will let you know if your application is being taken forward within a week of receipt. If so, we will contact you to arrange an interview, with the interviews being held at the TDC Office - Community Base, 113 Queens Road, Brighton, BN1 3XG.

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If you would like to discuss this role, please contact:

Jo Winyard, TDC's Senior Operations Manager on [jowinyard@trustdevcom.org.uk](mailto:jowinyard@trustdevcom.org.uk) or 01273 234 769.

TDC is committed to achieving greater diversity in its staff team and welcomes applications from people any sex, gender, race, age, sexuality, belief or disability.

Thank you for considering applying.  
Good luck!

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For more information please contact:

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